

TELECOMMUNICATIONS

Relay Services - State and National

Maryland Relay – www.mdrelay.org

With Maryland Relay, people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled can easily communicate through TTY (text telephone) with anyone using a standard phone.

Access Numbers:

7-1-1 Statewide
1-800-201-7165 (voice)
1-800-735-2258 (TTY/*HCO)
1-888-826-9673 (VCO)
1-877-258-9854 (two line *VCO)
1-877-735-5151 (*ASC II)
1-800-785-5630 (Speech to Speech)
1-800-877-1264 (Spanish)

*Hearing Carry Over

*Voice Carry Over

Federal Relay Service (FRS) - www.gsa.gov/frs

FRS enables federal employees to conduct official duties and the general public to conduct business with the federal government and it's agencies.

Toll-Free and Toll Access Numbers for Federal Relay are:

1-800-877-8339 (TTY/ASCII)
1-877-877-6280 (VCO)
1-877-877-8982 (Speech-to-Speech)
1-800-845-6136 (Spanish)
1-866-377-8642 (Voice)
1-866-893-8340 (TeleBraille)
605-331-4923 (International Inbound)
1-800-877-0996 (FRS Customer Service) - Voice/TTY,ASCII and Spanish

If you have service questions or concerns please contact [Pat Stevens](#) or [Randy Murbach](#).

Randy Murbach

202-585-1900 - Voice
202-585-1840 - TTY
1-800-720-3246 - Toll Free

Pat Stevens

703-306-6308 - Voice

Internet Based Relay Services

Video Relay Service (VRS)

Video Relay Service (VRS) provides a new communication tool that allows the Deaf and Hard-of-Hearing community to communicate effectively and naturally with the hearing world through American Sign Language (ASL). VRS uses the Internet to provide an audio/video link to a certified Video Interpreter who interprets between the visual language of ASL and the auditory language of a hearing person. Using VRS, an individual with a computer, a low-cost web camera, and a high-speed Internet connection (cable, DSL, T-1 or ISDN) can contact hearing people anywhere through a standard dial-up telephone number. Internet Relay Service is NOT within the jurisdiction of the State of Maryland Government. All inquiries and complaints are to be forwarded to the Federal Communications Commission.

For an up-to-date list for VRS providers

Website: www.fcc.gov/cgb/dro/trs_providers.html

AT&T Video Relay Service

Website: www.attvrs.com/vrs_ssl/default.aspx

CAC Video Relay Service

Website: www.cacvrs.org

CSD Video Relay Service

Website: www.csdvrs.com

Hamilton Video Relay Service

Website: www.hamiltonrelay.com/internet/vrs

I-P VRS

Website: www.ip-vrs.com

Sorenson VRS

Website: www.sorensonvrs.com

Federal Video Relay Service

Website: www.fedvrs.us

INTERNET RELAY SERVICE

This feature permits individuals to make Relay calls using their computer, Web phone, personal digital assistant (PDA), or any other Internet-capable device. Users also must

have an Internet Service Provider (ISP). International calls are not permitted. Internet Relay Service is NOT within the jurisdiction of the State of Maryland Government. All inquiries and complaints are to be forwarded to the Federal Communications Commission.

For an up-to-date list of Internet Relay providers:

www.fcc.gov/cgb/dro/trs_providers.html

AT&T Internet Relay Service

Website: www.relaycall.com/maryland/index.html

Hamilton Internet Relay

Website: www.hiprelay.com

I-P Relay

Website: www.ip-relay.com/index.htm

Sorenson IP Relay

Website: www.siprelay.com

Sprint Internet Relay

Website: www.sprintip.com/index.html

Federal Relay Service Online (FRSO)

Website: www.fts.gsa.gov/frs/irelay.htm

FRSO is an Internet Relay technology that can revolutionize the way you use relay. Anyone who has access to the Internet and has a web browser, can use it.

Equipment Distribution Program

Maryland Accessible Telecommunications (MAT)

State of Maryland

Telecommunications Access of Maryland (TAM)

Dept. of Budget & Management

301 W. Preston Street, Suite 1008A

Baltimore, Maryland 21201

800-552-7724 - V/TTY

410-767-4276 - Fax

E-mail: MoreInfo@MDRelay.org

Website: www.mdrelay.org

Maryland Accessible Telecommunications (MAT) gives free TTY's, amplified handsets, and other assistive devices to qualified individuals. To qualify you must be receiving SSI (Supplemental Security Income), SSDI (Social Security Disability Income), TEMHA

(Transitional Emergency Medical and Housing Assistance) or TCA (Temporary Cash Assistance), and may be deaf, hard of hearing, Deaf-Blind, speech or mobility disabled.

To find out more information on how to apply and/or qualify go to:

<http://www.mdrelay.org/equipment.html>

CapTel (Captioned Telephone)

MD residents may be eligible for a free captioned telephone. To find out more:

www.mdrelay.org/captel.html